

**North Dakota Medical Services  
2004 Medicaid Customer Service Survey  
Medicaid Recipients  
Highlight Report**

**INTRODUCTORY MATERIAL**

- **2004** - The Medicaid Customer Service Study surveyed three aid categories of Medicaid recipients: (1) Women, Families and Children; (2) Blind and Disabled; and (3) Aged.
- **2002** - Same
- **2000** - Same
  
- **2004** - Surveys were sent out to 3,213 individuals of which 1,586 were sent to individuals in the “Women, Families and Children” aid category, 955 were sent to individuals in the “Blind and Disabled” aid category and 672 were sent to individuals in the “Aged” aid category.
- **2002** - Surveys were sent out to 3,145 individuals of which 1,613 were sent to individuals in the “Women, Families and Children” aid category, 921 were sent to individuals in the “Blind and Disabled” aid category and 611 were sent to individuals in the “Aged” aid category.
- **2000** - Surveys were sent out to 4,256 individuals of which 1,464 were sent to individuals in the “Women, Families and Children” aid category, 1,440 were sent to individuals in the “Blind and Disabled” aid category and 1,352 were sent to individuals in the “Aged” aid category.
  
- **2004** - The overall response rate was 31.1% (“Women, Families and Children” respondents – 19.4%; “Blind and Disabled” respondents – 38.1%; Aged respondents – 48.5%).
- **2002** - The overall response rate was 32.8% (“Women, Families and Children” respondents – 23.4%; “Blind and Disabled” respondents – 37.8%; Aged respondents – 49.8%).
- **2000** - The overall response rate was 36.7% (“Women, Families and Children” respondents – 23.0%; “Blind and Disabled” respondents – 39.2%; “Aged” respondents – 55.0%).
  
- **2004** - The confidence intervals for the three groups were  $\pm 5.51\%$  for the “Women, Families and Children” aid category;  $\pm 4.98\%$  for the “Blind and Disabled” aid category; and  $\pm 5.08\%$  for the “Aged” aid category.
- **2002** - The confidence intervals for the three groups were  $\pm 4.95\%$  for the “Women, Families and Children” aid category;  $\pm 5.10\%$  for the “Blind and Disabled” aid category; and  $\pm 5.29\%$  for the “Aged” aid category.
- **2000** - The confidence intervals for the three groups were  $\pm 5.22\%$  for the “Women, Families and Children” aid category;  $\pm 3.92$  for the “Blind and Disabled” aid category; and  $\pm 3.08\%$  for the “Aged” aid category.

Question 1 – How easy was it to apply for Medicaid? (Percent of respondents who checked either “very easy” or “somewhat easy”)

GROUP	2004	2002	2000
WFC	86.1%	83.3%	81.9%
B&D	79.3%	78.0%	80.6%
Aged	89.3%	82.2%	86.1%
Overall	84.7%	81.4%	83.3%

Question 2 – How useful was the help you received from your county eligibility worker in completing the Medicaid application? (Percent of respondents who checked either “very useful” or “somewhat useful”)

GROUP	2004	2002	2000
WFC	92.7%	90.4%	89.1%
B&D	94.0%	90.0%	91.9%
Aged	95.9%	96.6%	95.1%
Overall	94.3%	92.1%	92.8%

Question 3 – How satisfied are you with the way you were by the county social service agency staff? (Percent of respondents who checked either “very satisfied” or “somewhat satisfied”)

GROUP	2004	2002	2000
WFC	91.8%	88.7%	87.0%
B&D	92.6%	92.9%	92.7%
Aged	97.8%	94.9%	96.6%
Overall	94.1%	92.0%	93.2%

Question 4– Do you feel you have a good understanding of North Dakota Medicaid benefits and services? (Percent of respondents who checked “yes”)

GROUP	2004	2002	2000
WFC	55.7%	51.5%	NA
B&D	61.7%	46.8%	NA
Aged	71.7%	53.0%	NA
Overall	63.2%	50.3%	NA

Question 4 – Do you feel you have a good understanding of North Dakota Medicaid benefits and services? What additional information do you need?

1. Information about what benefits and services are and are not paid.

GROUP	2004	2002	2000
WFC	31.8%	35.6%	NA
B&D	33.2%	35.9%	NA
Aged	26.7%	35.9%	NA
Overall	30.7%	33.9%	NA

Question 4 – Do you feel you have a good understanding of North Dakota Medicaid benefits and services? What additional information do you need?

2. Information on how the recipient liability is determined.

GROUP	2004	2002	2000
WFC	20.1%	18.7%	NA
B&D	24.5%	29.0%	NA
Aged	16.6%	19.4%	NA
Overall	20.5%	22.4%	NA

Question 4 – Do you feel you have a good understanding of North Dakota Medicaid benefits and services? What additional information do you need?

3. Information made available when there are changes in services.

GROUP	2004	2002	2000
WFC	13.3%	13.7%	NA
B&D	22.0%	21.3%	NA
Aged	16.0%	12.8%	NA
Overall	17.3%	16.0%	NA

Question 4 – Do you feel you have a good understanding of North Dakota Medicaid benefits and services? What additional information do you need?

4. Information on which dentists accept Medicaid payments.

GROUP	2004	2002	2000
WFC	29.2%	32.2%	NA
B&D	29.7%	29.0%	NA
Aged	23.6%	26.0%	NA
Overall	27.6%	29.3%	NA

Question 4 – Do you feel you have a good understanding of North Dakota Medicaid benefits and services? What additional information do you need?

5. Information on how to understand the medical bills I receive.

GROUP	2004	2002	2000
WFC	8.8%	12.4%	NA
B&D	15.1%	17.5%	NA
Aged	13.5%	14.5%	NA
Overall	12.6%	14.7%	NA

Question 4 – Do you feel you have a good understanding of North Dakota Medicaid benefits and services? What additional information do you need?

6. Information on whom to call if I have questions about Medicaid.

GROUP	2004	2002	2000
WFC	17.2%	15.0%	NA
B&D	23.1%	24.1%	NA
Aged	16.6%	20.7%	NA
Overall	19.1%	19.8%	NA

Question 4 – Do you feel you have a good understanding of North Dakota Medicaid benefits and services? What additional information do you need?

7. Information on the relationship between Medicaid and Medicare.

GROUP	2004	2002	2000
WFC	7.5%	7.4%	NA
B&D	25.5%	27.0%	NA
Aged	20.6%	23.0%	NA
Overall	18.3%	18.6%	NA

Question 4 – Do you feel you have a good understanding of North Dakota Medicaid benefits and services? What additional information do you need?

8. Information on the relationship between Medicaid and other insurance.

GROUP	2004	2002	2000
WFC	8.1%	NA	NA
B&D	10.2%	NA	NA
Aged	8.6%	NA	NA
Overall	9.0%	NA	NA

Question 4 – Do you feel you have a good understanding of North Dakota Medicaid benefits and services? What additional information do you need?

9. Other information needed.

GROUP	2004	2002	2000
WFC	5.2%	7.7%	NA
B&D	4.4%	6.9%	NA
Aged	2.8%	3.9%	NA
Overall	4.1%	6.3%	NA

Question 5– Do you have one person you think of as your personal doctor that you see most of the time? (Percent of respondents who checked “yes”)

GROUP	2004	2002	2000
WFC	82.4%	80.8%	89.0%
B&D	88.2%	84.6%	88.2%
Aged	91.9%	91.1%	90.9%
Overall	87.6%	85.1%	89.6%

Question 6 – How many visits have you made to a doctor/nurse/clinic during the past 12 months? (Percent of respondents who checked “6 or more visits”)

GROUP	2004	2002	2000
WFC	45.1%	47.1%	44.6%
B&D	45.9%	47.1%	44.2%
Aged	46.0%	46.0%	37.9%
Overall	45.7%	46.0%	41.5%

Question 7 – How many miles is it one-way from your home to the doctor/nurse/clinic that you go to most often? (Average number of miles)

GROUP	2004	2002	2000
WFC	13.9	13.1	10.4
B&D	13.0	17.7	12.8
Aged	15.1	14.1	14.8
Overall	14.0	14.1	13.1

Question 8– Have you felt that your doctor/nurse/clinic refused to give you an appointment because you are on Medicaid? (Percent of respondents who checked “no”)

GROUP	2004	2002	2000
WFC	92.2%	91.2%	89.1%
B&D	94.7%	94.2%	93.5%
Aged	96.3%	96.0%	93.6%
Overall	94.4%	93.6%	92.6%

Question 9 – When you have made appointments with a doctor/nurse/clinic, about how long did it take to get in? (Percent of respondents who checked “within 1 day”)

GROUP	2004	2002	2000
WFC	37.4%	34.5%	30.3%
B&D	23.6%	25.0%	28.8%
Aged	28.3%	31.9%	32.8%
Overall	29.4%	30.6%	30.9%

Question 10 – How many visits have you made to a doctor/nurse/clinic for preventive reasons during the past 12 months (getting a shot/immunization, obtaining a yearly physical, those times when you weren’t sick? (Percent of respondents who checked “no visits”)

GROUP	2004	2002	2000
WFC	33.1%	29.3%	36.7%
B&D	25.6%	29.1%	27.5%
Aged	23.5%	22.4%	30.5%
Overall	27.3%	27.2%	30.8%

Question 11 – How often have you been to a hospital emergency room during the past 12 months? (Percent of respondents who checked “never”)

GROUP	2004	2002	2000
WFC	50.0%	49.6%	51.2%
B&D	59.6%	58.7%	52.5%
Aged	59.2%	59.9%	59.4%
Overall	56.5%	55.7%	55.3%

Question 11 – How often have you been to a hospital emergency room during the past 12 months? If you have gone to the emergency room, please mark all the reasons why you went. 1. Non-pregnancy related serious injury or illness that needed immediate attention.

(Percent of respondents who checked the reason)

GROUP	2004	2002	2000
WFC	25.6%	25.6%	NA
B&D	23.4%	21.0%	NA
Aged	14.7%	17.4%	NA
Overall	21.2%	21.6%	NA

Question 11 – How often have you been to a hospital emergency room during the past 12 months? If you have gone to the emergency room, please mark all the reasons why you went. 2. Tried but could not get an appointment with my Primary Care Physician.

(Percent of respondents who checked the reason)

GROUP	2004	2002	2000
WFC	5.8%	5.3%	NA
B&D	5.2%	3.4%	NA
Aged	1.5%	3.3%	NA
Overall	4.2%	4.1%	NA

Question 11 – How often have you been to a hospital emergency room during the past 12 months? If you have gone to the emergency room, please mark all the reasons why you went. 3. Easiest place to get medical care.

(Percent of respondents who checked the reason)

GROUP	2004	2002	2000
WFC	3.2%	3.7%	NA
B&D	6.6%	6.3%	NA
Aged	7.1%	4.6%	NA
Overall	5.7%	4.8%	NA

Question 11 – How often have you been to a hospital emergency room during the past 12 months? If you have gone to the emergency room, please mark all the reasons why you went. 4. After regular hours/regular clinic was closed.

(Percent of respondents who checked the reason)

GROUP	2004	2002	2000
WFC	24.4%	31.1%	NA
B&D	20.3%	18.4%	NA
Aged	17.8%	19.4%	NA
Overall	20.7%	23.4%	NA

Question 11 – How often have you been to a hospital emergency room during the past 12 months? If you have gone to the emergency room, please mark all the reasons why you went. 5. Went into labor or some other pregnancy-related emergency.

(Percent of respondents who checked the reason)

GROUP	2004	2002	2000
WFC	8.8%	8.4%	NA
B&D	1.1%	0.9%	NA
Aged	0.0%	0.0%	NA
Overall	3.1%	3.4%	NA

Question 12 – How much of a problem, if any, was it to get a referral from your physician to see either an in-state or out-of-state specialist that you felt you needed? (Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and others who specialize in one area of health care.) (Percent of respondents who checked “not a problem”)

GROUP	2004	2002	2000
WFC	81.7%	75.3%	70.9%
B&D	78.7%	82.1%	83.0%
Aged	87.9%	86.2%	87.1%
Overall	81.5%	81.0%	82.4%

Question 13 – Have you received any services, including prescriptions, from a pharmacy during the past 12 months? (Percent of respondents who checked “yes”)

GROUP	2004	2002	2000
WFC	91.5%	90.2%	NA
B&D	89.0%	90.3%	NA
Aged	90.5%	92.0%	NA
Overall	90.3%	90.8%	NA

Question 14 – Do you request specific drugs when you see a physician? (Percent of respondents who checked “no”)

GROUP	2004	2002	2000
WFC	83.9%	86.1%	NA
B&D	74.9%	74.9%	NA
Aged	85.2%	84.0%	NA
Overall	81.0%	81.7%	NA

Question 15 – Have you ever requested specific prescriptions from your physician based on advertisements that you have seen on televisions, heard on radio, or read in newspapers or magazines? (Percent of respondents who checked “no”)

GROUP	2004	2002	2000
WFC	92.9%	92.5%	NA
B&D	92.2%	94.4%	NA
Aged	97.4%	93.4%	NA
Overall	94.1%	93.4%	NA

Question 16 – In your opinion, which types of drugs are **MORE** effective – generic or brand name drugs? (Percent of respondents who checked “generic and brand name drugs are equally effective”)

GROUP	2004	2002	2000
WFC	76.2%	78.6%	NA
B&D	67.6%	65.7%	NA
Aged	69.6%	72.0%	NA
Overall	71.0%	72.4%	NA

Question 17 – Have there been times that you have not been able to get medical care when needed during the past 12 months? (Percent of respondents who checked “yes”)

GROUP	2004	2002	2000
WFC	16.9%	23.3%	20.5%
B&D	14.8%	14.6%	11.2%
Aged	5.3%	6.1%	3.9%
Overall	12.4%	15.3%	9.8%

Question 18 – If you answered “Yes” to Question 17, please mark ALL of the reasons why you have not been able to get medical care when you have needed it. 1. No transportation (Percent of respondents who checked this reason)

GROUP	2004	2002	2000
WFC	4.5%	4.0%	5.3%
B&D	7.4%	6.3%	4.8%
Aged	2.1%	3.0%	1.9%
Overall	4.8%	4.5%	3.6%



Question 18 – If you answered “Yes” to Question 17, please mark ALL of the reasons why you have not been able to get medical care when you have needed it. 2. No childcare (Percent of respondents who checked this reason)

GROUP	2004	2002	2000
WFC	2.9%	4.5%	3.9%
B&D	0.8%	0.6%	0.4%
Aged	0.3%	0.0%	0.0%
Overall	1.3%	1.8%	0.9%

Question 18 – If you answered “Yes” to Question 17, please mark ALL of the reasons why you have not been able to get medical care when you have needed it. 3. Long waiting list for an appointment (Percent of respondents who checked this reason)

GROUP	2004	2002	2000
WFC	5.5%	9.5%	7.7%
B&D	5.8%	4.6%	4.3%
Aged	2.1%	2.0%	0.8%
Overall	4.5%	5.6%	3.4%

Question 18 – If you answered “Yes” to Question 17, please mark ALL of the reasons why you have not been able to get medical care when you have needed it. 4. Can't get an appointment (Percent of respondents who checked this reason)

GROUP	2004	2002	2000
WFC	3.6%	6.3%	5.3%
B&D	3.8%	2.6%	1.8%
Aged	1.8%	1.6%	0.4%
Overall	3.1%	3.7%	1.9%

Question 18 – If you answered “Yes” to Question 17, please mark ALL of the reasons why you have not been able to get medical care when you have needed it. 5. Had to wait too long at the Clinic/Doctor's office (Percent of respondents who checked this reason)

GROUP	2004	2002	2000
WFC	3.2%	4.0%	4.5%
B&D	2.7%	3.2%	2.5%
Aged	1.5%	0.3%	0.9%
Overall	2.5%	2.6%	2.2%

Question 18 – If you answered “Yes” to Question 17, please mark ALL of the reasons why you have not been able to get medical care when you have needed it. 6. Can’t get time off from work (Percent of respondents who checked this reason)

GROUP	2004	2002	2000
WFC	2.9%	5.3%	3.0%
B&D	0.8%	0.3%	0.7%
Aged	0.3%	0.3%	0.0%
Overall	1.3%	2.1%	0.9%

Question 18 – If you answered “Yes” to Question 17, please mark ALL of the reasons why you have not been able to get medical care when you have needed it. 7. Don’t know where to go (Percent of respondents who checked this reason)

GROUP	2004	2002	2000
WFC	1.0%	1.8%	1.8%
B&D	2.2%	1.4%	0.7%
Aged	0.6%	0.3%	0.0%
Overall	1.3%	1.3%	0.6%

Question 18 – If you answered “Yes” to Question 17, please mark ALL of the reasons why you have not been able to get medical care when you have needed it. 8. Doctor/clinic was not taking new patients (Percent of respondents who checked this reason)

GROUP	2004	2002	2000
WFC	4.5%	5.8%	3.0%
B&D	2.2%	3.2%	1.2%
Aged	0.9%	1.3%	0.3%
Overall	2.5%	3.6%	1.2%

Question 18 – If you answered “Yes” to Question 17, please mark ALL of the reasons why you have not been able to get medical care when you have needed it. 9. Doctor/clinic was not taking new Medicaid patients (Percent of respondents who checked this reason)

GROUP	2004	2002	2000
WFC	3.9%	7.9%	5.9%
B&D	2.7%	3.2%	1.8%
Aged	0.6%	1.6%	0.1%
Overall	2.4%	4.5%	1.9%

Question 18 – If you answered “Yes” to Question 17, please mark ALL of the reasons why you have not been able to get medical care when you have needed it. 10. Don't like doctors and hospitals (Percent of respondents who checked this reason)

GROUP	2004	2002	2000
WFC	1.0%	2.1%	0.3%
B&D	1.4%	2.0%	1.1%
Aged	0.3%	0.7%	0.1%
Overall	0.9%	1.6%	0.5%

Question 18 – If you answered “Yes” to Question 17, please mark ALL of the reasons why you have not been able to get medical care when you have needed it. 11. Uncomfortable telling doctor's office that Medicaid will pay for my medical care (Percent of respondents who checked this reason)

GROUP	2004	2002	2000
WFC	1.3%	2.6%	1.8%
B&D	2.2%	3.4%	1.2%
Aged	0.9%	0.3%	0.5%
Overall	1.5%	2.2%	1.0%

Question 18 – If you answered “Yes” to Question 17, please mark ALL of the reasons why you have not been able to get medical care when you have needed it. 12. People in the clinic/doctor's office were not nice to me (Percent of respondents who checked this reason)

GROUP	2004	2002	2000
WFC	2.3%	4.0%	3.3%
B&D	2.2%	2.6%	2.3%
Aged	0.6%	0.0%	0.1%
Overall	1.7%	2.3%	1.5%

Question 18 – If you answered “Yes” to Question 17, please mark ALL of the reasons why you have not been able to get medical care when you have needed it. 13. Lack of handicap accessibility (Percent of respondents who checked this reason)

GROUP	2004	2002	2000
WFC	0.3%	0.8%	0.3%
B&D	0.8%	0.6%	1.2%
Aged	0.3%	0.0%	0.1%
Overall	0.5%	0.5%	0.6%

Question 18 – If you answered “Yes” to Question 17, please mark ALL of the reasons why you have not been able to get medical care when you have needed it. 14. Language barriers (have a hard time understanding English) (Percent of respondents who checked this reason)

GROUP	2004	2002	2000
WFC	0.3%	0.8%	0.0%
B&D	1.6%	0.3%	0.9%
Aged	0.3%	0.0%	0.1%
Overall	0.8%	0.4%	0.4%

Question 18 – If you answered “Yes” to Question 17, please mark ALL of the reasons why you have not been able to get medical care when you have needed it. 15. Scared of doctors and hospitals (Percent of respondents who checked this reason)

GROUP	2004	2002	2000
WFC	0.6%	1.3%	0.3%
B&D	1.6%	2.0%	1.1%
Aged	0.3%	0.3%	0.0%
Overall	0.9%	1.3%	0.4%

Question 18 – If you answered “Yes” to Question 17, please mark ALL of the reasons why you have not been able to get medical care when you have needed it. 16. Can't pay the Medicaid co-payment/deductibles/recipient liability on physician office visits (Percent of respondents who checked this reason)

GROUP	2004	2002	2000
WFC	9.7%	12.4%	6.8%
B&D	7.7%	6.3%	3.0%
Aged	1.5%	1.3%	0.8%
Overall	6.3%	7.1%	2.8%

Question 18 – If you answered “Yes” to Question 17, please mark ALL of the reasons why you have not been able to get medical care when you have needed it. 17. Don't know what Medicaid does or does not cover (Percent of respondents who checked this reason)

GROUP	2004	2002	2000
WFC	4.2%	8.2%	5.3%
B&D	8.2%	4.9%	3.2%
Aged	3.1%	3.6%	1.8%
Overall	5.3%	5.7%	3.0%

Question 19 – How often have you been to a dentist during the past 12 months?  
(Percent of respondents who checked “never”)

GROUP	2004	2002	2000
WFC	35.9%	34.7%	40.1%
B&D	36.9%	33.1%	33.6%
Aged	54.4%	59.1%	60.9%
Overall	42.3%	41.2%	47.2%

Question 20 – How many miles is it one-way from your home to the dentist that you go to most often? (Average number of miles)

GROUP	2004	2002	2000
WFC	23.3	17.7	13.2
B&D	17.2	17.0	12.9
Aged	15.4	19.7	14.9
Overall	18.7	17.9	13.5

Question 21 – Have you, for any reason, ever missed a dental appointment?  
(Percent of respondents who checked “no”)

GROUP	2004	2002	2000
WFC	24.4%	22.8%	17.9%
B&D	11.4%	16.6%	14.9%
Aged	6.7%	8.3%	6.5%
Overall	14.2%	16.9%	12.1%

Question 22 – Have you had any trouble getting needed dental care?  
(Percent of respondents who checked “yes”)

GROUP	2004	2002	2000
WFC	17.9%	41.4%	28.3%
B&D	19.1%	28.2%	15.1%
Aged	33.3%	17.0%	6.6%
Overall	24.1%	30.1%	14.5%

Question 22 – Have you had any trouble getting needed dental care? If “Yes” was checked, have you had any trouble finding a dentist who takes patients on Medicaid?

(Percent of respondents who checked “yes”)

GROUP	2004	2002	2000
WFC	72.5%	86.1%	NA
B&D	54.5%	83.0%	NA
Aged	32.3%	67.4%	NA
Overall	54.4%	82.1%	NA

Question 23 – Have you received any mental health or substance abuse services during the past 12 months?

(Percent of respondents who checked “yes”)

GROUP	2004	2002	2000
WFC	77.8%	NA	NA
B&D	73.2%	NA	NA
Aged	95.4%	NA	NA
Overall	81.9%	NA	NA

Question 23 – Have you received any mental health or substance abuse services during the past 12 months? If “Yes” was checked, have you had any trouble mental health or substance abuse services you needed?

(Percent of respondents who checked “no”)

GROUP	2004	2002	2000
WFC	87.7%	NA	NA
B&D	89.7%	NA	NA
Aged	94.1%	NA	NA
Overall	90.1%	NA	NA

Question 24 – Have you used non-emergency medical-related transportation service during the past 12 months (i.e., you need to get to a medical appointment that is NOT an emergency, but you do not own a car or cannot get a ride from someone)?

(Percent of respondents who were aware of the service)

GROUP	2004	2002	2000
WFC	96.4%	78.3%	27.3%
B&D	84.8%	85.8%	43.7%
Aged	89.3%	83.8%	31.8%
Overall	89.9%	82.4%	35.0%

Question 24 – Have you used non-emergency medical-related transportation service during the past 12 months (i.e., you need to get to a medical appointment that is NOT an emergency, but you do not own a car or cannot get a ride from someone)?

(Percent of respondents who were aware of the service and have used the service at least once during the past 12 months)

GROUP	2004	2002	2000
WFC	14.3%	6.5%	23.1%
B&D	66.2%	22.8%	41.9%
Aged	56.1%	18.9%	41.6%
Overall	43.9%	15.8%	38.7%

**Questions 25 through 35: 2004 and 2002 Medicaid studies – The respondents were asked to rate their level of satisfaction for with each of the eleven statements where a “5” equaled “Very satisfied” and a “1” equaled “Very dissatisfied.” If the statement did not apply to them, they were to mark “NA” for “Does not apply to me.” The following percentages relate to the respondents who checked either “5” or “4.”**

**2000 Medicaid Study – The respondents were asked to think about their experiences with getting health care through the Medicaid Program during the twelve-month time period prior to completing the survey. There were asked to rate each of the phrases from “1” for “Poor” to “5” for “Excellent.” The following percentages relate to the respondents who checked either “5” or “4.”**

Question 25 – The time spent at the office/clinic waiting to see your doctor or nurse.

(Percent of respondents who checked either “5” or “4”)

GROUP	2004	2002	2000
WFC	59.2%	56.6%	39.7%
B&D	65.4%	70.9%	45.7%
Aged	78.5%	75.7%	47.7%
Overall	67.6%	66.8%	45.3%

Question 26 – How easy it is to get a referral to another doctor when YOU think you need it.

(Percent of respondents who checked either “5” or “4”)

GROUP	2004	2002	2000
WFC	67.9%	62.9%	54.3%
B&D	70.8%	73.4%	51.5%
Aged	80.0%	84.7%	61.6%
Overall	72.6%	72.6%	56.2%

Question 27 – How easy it to get the prescriptions you need.

(Percent of respondents who checked either “5” or “4”)

GROUP	2004	2002	2000
WFC	78.6%	82.9%	68.8%
B&D	84.7%	86.2%	69.7%
Aged	92.0%	92.5%	74.3%
Overall	85.1%	86.8%	71.5%

Question 28 – How well your doctor or nurse explains things to you (like symptoms you have or any tests completed).

(Percent of respondents who checked either “5” or “4”)

GROUP	2004	2002	2000
WFC	82.0%	79.4%	69.6%
B&D	82.7%	82.5%	64.7%
Aged	87.6%	84.3%	67.4%
Overall	84.1%	81.9%	66.9%

Question 29 – Advice your doctor or nurse gives/gave to you on how to take care of yourself and keep healthy.

(Percent of respondents who checked either “5” or “4”)

GROUP	2004	2002	2000
WFC	82.5%	78.6%	69.6%
B&D	81.0%	83.9%	62.6%
Aged	87.1%	89.5%	68.3%
Overall	83.3%	83.5%	66.6%

Question 30 – Your doctor’s, nurse’s, or clinic’s attitude toward people who are enrolled in Medicaid.

(Percent of respondents who checked either “5” or “4”)

GROUP	2004	2002	2000
WFC	76.9%	78.4%	70.5%
B&D	80.0%	81.3%	65.7%
Aged	89.4%	92.6%	71.0%
Overall	81.9%	83.3%	69.0%

Question 31 – How satisfied you have been, overall, with your doctor, nurse, or clinic.

(Percent of respondents who checked either “5” or “4”)

GROUP	2004	2002	2000
WFC	84.0%	81.4%	NA
B&D	85.1%	84.6%	NA
Aged	91.9%	90.9%	NA
Overall	86.8%	85.2%	NA

Question 32 – How satisfied you have been, overall, with any specialists you may have seen including your doctor if he or she is a specialist.

(Percent of respondents who checked either “5” or “4”)

GROUP	2004	2002	2000
WFC	76.8%	75.7%	NA
B&D	81.4%	81.2%	NA
Aged	88.0%	90.4%	NA
Overall	82.2%	82.1%	NA



Question 33 – How satisfied have you been, overall, with any dental care you may have received.

(Percent of respondents who checked either “5” or “4”)

GROUP	2004	2002	2000
WFC	69.3%	63.8%	NA
B&D	75.5%	78.5%	NA
Aged	82.1%	82.8%	NA
Overall	75.4%	73.7%	NA

Question 34 – How satisfied have you been, overall, with any pharmacy services you may have received.

(Percent of respondents who checked either “5” or “4”)

GROUP	2004	2002	2000
WFC	83.4%	81.6%	NA
B&D	83.5%	84.8%	NA
Aged	92.4%	89.9%	NA
Overall	86.3%	85.1%	NA

Question 35 – How satisfied have you been, overall, with the Medicaid Program.

(Percent of respondents who checked either “5” or “4”)

GROUP	2004	2002	2000
WFC	68.2%	70.3%	NA
B&D	73.4%	71.9%	NA
Aged	86.6%	87.4%	NA
Overall	76.1%	75.7%	NA

Question 38 – Do you have any children under the age of 21 (less than one year through 20 years old) living AT HOME with you?

(Percent of respondents who have children meeting the criteria)

GROUP	2004	2002	2000
WFC	87.3%	90.9%	88.7%
B&D	10.0%	10.8%	11.9%
Aged	1.8%	0.7%	0.9%
Overall	31.3%	38.7%	22.7%

Question 39 (A) – Do any of your children have a chronic illness or health condition (for example: asthma or diabetes)?

(Percent of respondents who have children meeting the criteria and who checked “yes”)

GROUP	2004	2002	2000
WFC	25.1%	NA	NA
B&D	40.0%	NA	NA
Aged	0.0%	NA	NA
Overall	26.3%	NA	NA

Question 39 (B) – Do any of your children have a developmental or physical disability (for example: cerebral palsy or Down syndrome)?

(Percent of respondents who have children meeting the criteria and who checked “yes”)

GROUP	2004	2002	2000
WFC	7.6%	NA	NA
B&D	20.6%	NA	NA
Aged	0.0%	NA	NA
Overall	8.9%	NA	NA

Question 39 (C) – Do any of your children have an emotional or behavioral condition (for example: depression or attention deficit hyperactivity disorder - ADHD)?

(Percent of respondents who have children meeting the criteria and who checked “yes”)

GROUP	2004	2002	2000
WFC	28.5%	NA	NA
B&D	50.0%	NA	NA
Aged	50.0%	NA	NA
Overall	31.5%	NA	NA

Question 40 – Have any of your children received care from a DENTIST during the past 12 months?

(Percent of respondents who have children meeting the criteria and who checked “yes”)

GROUP	2004	2002	2000
WFC	55.4%	51.4%	51.0%
B&D	64.9%	70.6%	68.2%
Aged	66.7%	100.0%	57.1%
Overall	56.7%	53.5%	54.2%

Question 40 – Have any of your children received care from a DENTIST during the past 12 months?

(Percent of respondents who have children meeting the criteria and who checked “yes”)

GROUP	2004	2002	2000
WFC	55.4%	51.4%	51.0%
B&D	64.9%	70.6%	68.2%
Aged	66.7%	100.0%	57.1%
Overall	56.7%	53.5%	54.2%

Question 41 – Have any of your children attended a Well-Child Visit during the past 12 months (a visit where your child is seen when not sick)?

(Percent of respondents who have children meeting the criteria and who checked “yes”)

2004	48.3%
2002	37.7%
2000	52.9%

Question 42 – Have you ever heard of NORTH DAKOTA HEALTH TRACKS?

(Percent of respondents who have children meeting the criteria and who checked “yes”)

2004	77.7%
2002	81.2%
2000	76.8%

Question 43 – Have you participated in North Dakota Health Tracks during the past 12 months?

(Percent of respondents who have children meeting the criteria, who have heard of North Dakota Health Tracks, and who checked “yes”)

2004	44.8%
2002	44.9%
2000	55.7%

Question 44 – Do you feel it is easy to get a Health Tracks appointment?

(Percent of respondents who have children meeting the criteria, who have heard of North Dakota Health Tracks, who have participated in North Dakota Health Tracks and who checked “yes”)

2004	85.2%
2002	91.6%
2000	87.7%

Question 45 – When your child(ren) was/were screened by Health Tracks staff, were any referrals made for follow-up care?

(Percent of respondents who have children meeting the criteria, who have heard of North Dakota Health Tracks, who have participated in North Dakota Health Tracks and who checked “yes”)

2004	40.5%
2002	44.1%
2000	47.1%

Question 45 – When your child(ren) was/were screened by Health Tracks staff, were any referrals made for follow-up care? If “Yes,” who made the referral(s)?

(Percent of respondents who have children meeting the criteria, who have heard of North Dakota Health Tracks, who have participated in North Dakota Health Tracks, and who had a referral made)

	PUBLIC HEALTH	DOCTOR
2004	100.0%	0.0%
2002	95.2%	4.8%
2000	70.6%	29.4%

Question 46 – (If “Yes” in Question 45) If a referral was made for follow-up services, did your child(ren) keep the appointment(s)?

(Percent of respondents who have children meeting the criteria, who have heard of North Dakota Health Tracks, who have participated in North Dakota Health Tracks and for whom a referral was made, and who checked “yes”)

2004	87.7%
2002	94.0%
2000	91.7%

Question 47 – How useful have Health Tracks services been in your child(ren)’s health?

(Percent of respondents who have children meeting the criteria, who have heard of North Dakota Health Tracks, who have participated in North Dakota Health Tracks and who checked either “Very useful” or Somewhat useful”)

2004	85.7%
2002	83.0%
2000	85.1%

Question 49 – Please rank each of the twelve services listed below in order of importance to you from 1 to 12, with “1” being the MOST IMPORTANT to “12” being the least important.

Overall Ranking

SERVICE	2004	2002	2000
Drugs	1	1	NA
Dental	2	2	NA
Optometry	3	3	NA
Physical therapy	4	4	NA
Psychological Services	5	5	NA
Chiropractic	6	7	NA
Speech & Hearing	7	6	NA
Durable Medical Equipment	8	8	NA
Occupational Therapy	9	9	NA
Prosthetics & Orthotics	10	11	NA
Hospice	11	10	NA
Private Duty Nursing	12	12	NA

Question 49 – Please rank each of the twelve services listed below in order of importance to you from 1 to 12, with “1” being the MOST IMPORTANT to “12” being the least important.

WFC

SERVICE	2004	2002	2000
Drugs	3	2	NA
Dental	1	1	NA
Optometry	2	3	NA
Physical therapy	8	6	NA
Psychological Services	4	4	NA
Chiropractic	7	7	NA
Speech & Hearing	5	5	NA
Durable Medical Equipment	9	9	NA
Occupational Therapy	8	8	NA
Prosthetics & Orthotics	10	11	NA
Hospice	11	10	NA
Private Duty Nursing	12	12	NA

Question 49 – Please rank each of the twelve services listed below in order of importance to you from 1 to 12, with “1” being the MOST IMPORTANT to “12” being the least important.

B&D

SERVICE	2004	2002	2000
Drugs	1	1	NA
Dental	2	2	NA
Optometry	3	3	NA
Physical therapy	4	4	NA
Psychological Services	5	5	NA
Chiropractic	6	7	NA
Speech & Hearing	8	9	NA
Durable Medical Equipment	7	6	NA
Occupational Therapy	9	8	NA
Prosthetics & Orthotics	10	10	NA
Hospice	12	12	NA
Private Duty Nursing	11	11	NA

Question 49 – Please rank each of the twelve services listed below in order of importance to you from 1 to 12, with “1” being the MOST IMPORTANT to “12” being the least important.

Aged

SERVICE	2004	2002	2000
Drugs	1	1	NA
Dental	3	3	NA
Optometry	2	2	NA
Physical therapy	4	4	NA
Psychological Services	10	11	NA
Chiropractic	6	6	NA
Speech & Hearing	8	7	NA
Durable Medical Equipment	5	5	NA
Occupational Therapy	7	8	NA
Prosthetics & Orthotics	12	12	NA
Hospice	11	9	NA
Private Duty Nursing	9	10	NA